



New Jersey Motor Vehicle Commission

P.O. Box 160
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STATE OF NEW JERSEY

January 27, 2006

Jon S. Corzine
Governor

Sharon A. Harrington
Chief Administrator

Re: Customer Service Enhancement
Salvage Title Process

Dear Business Partner:

Earlier this year, The New Jersey Motor Vehicle Commission (MVC), Special Services Section, initiated a series of internal operational reviews. As a result of that process, and after completion of a "pilot" program with several of our users, we are pleased to announce the following enhancements to our operating procedures for obtaining Salvage Titles:

New Submission Checklist: In order to help assure that a Request for Salvage Title is complete and accurate, we have created a "Submission Checklist" to guide our customers. The checklist assures compliance with all legal and administrative requirements and provides a set of "common standards" for the submission and review process. (We also created an internal "Review Checklist" for use by MVC staff, which completely parallels the submission checklist). This way, if both submitter and reviewer are using the same standard, there should be fewer errors and "interpretations" of what is or is not acceptable, which will improve the processing time.

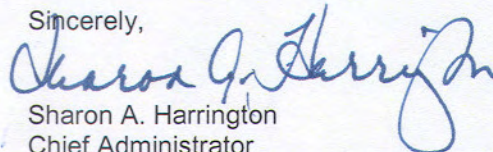
Standard "Insurance Listing Sheet": Every insurance company or auction that submits a Request for Salvage Title uses a different form of "Insurance Listing Sheet." In order to improve efficiency (and processing time) a new "Standard" format is proposed. The new Standard is addressed to the MVC and identifies in the first paragraphs, the information that is required by the MVC. However, we realize that each insurance company and auction may require additional information for their internal processes. Accordingly, *space is provided for each business entity to customize the form to meet their internal needs.* This Insurance Listing Sheet must be issued on company letterhead.

Revised Rejection Letter: Notwithstanding the new Submission Checklist and Standard Insurance Listing Sheet, there will still be the occasional mistake or accidental omission when a request is submitted. For this purpose, we have developed a revised Rejection Letter, which identifies each possibility for error. (Not surprisingly, it addresses the same elements as the Submission Checklist). This will allow submitters the opportunity to see exactly (and consistently) the type of submission errors that occur for their own internal review and auditing purposes.

You can visit the MVC website at www.njmvc.gov to view and print the Submission Checklist and the Insurance Listing Sheet. To receive your PIN number to gain access to the forms on the website please contact Diane Amendola, Manager at 609-292-7129.

We would like to thank those insurance firms and auctions that provided input in helping us develop these new documents. We will continue to solicit feedback from the Salvage Community and refine the new process as needed to meet our mutual goal of improved customer service.

Sincerely,



Sharon A. Harrington
Chief Administrator

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